

CLOUD VOICE
BUSINESS PORTAL
APPLICATION USER GUIDE

OFFICE UC SMARTPHONE,
UC BUSINESS
AND UC TEAM EDITION

VERSION 2.1

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Introduction

The following document type describes a Cloud Voice User application.

An application is used to control an existing feature, or provide new features to Sites or Users. An application is typically downloaded onto a local device, either a PC, Smartphone or Tablet. Applications may be inclusive of User feature packs or may be chargeable extras that enable the User to fulfil or enhance their job role.

This user guide will cover Company/Site Administration and End-user Administration.

Overview

Office UC provides Users with an application and series of features to enable Unified Communications across one or many devices. The Smartphone application will work across Apple iOS smartphones as well as Smartphones operating Android iOS. This application is available through the following features and add-ons:

- Mobile User Licence

Application Description – Office UC Smartphone

This application, available on the Mobile User licence, provides Users with the following:

- Smartphone softphone application enabling:
 - Voice and Video Calling – using inbuilt softphone or native dialler
 - Call Centre Agent Login – when agent is assigned to an ACD

If a User is provided with UC Business, then the following additional functionality is provided:

- Instant Messaging and Presence (IM&P) from the provided applications
- Microsoft Skype for Business Plug-In

If a User is provided with UC Team, then the following additional functionality is provided:

- Personal Audio Conferencing for up to eight people

Hardware & Software Description

In order to successfully install and use this application, the following installation and licencing requirements should be met:

Firmware Version

These applications are running on the following firmware versions. If you are running on an earlier version, we recommend you update to the latest.

Device	Version
Smartphone – iPhone	21.3.20
Smartphone – Android	21.3.1.1

iOS Operating Systems

The application supports devices with iOS 7 or later.

This application should run on any device using the above operating systems. However, due to network, country and manufacturer variations, we are unable to maintain a full list of validated devices.

Android Operating Systems

The application supports devices with Android 4.0 or later.

This application should run on any Android device using the above operating systems. However, due to network, country and manufacturer variations, we are unable to maintain a full list of validated devices.

Hardware Requirements

No specific recommendations have been set.

Other Requirements

We strongly recommend that you use a known, stable, secure and correctly configured Wireless LAN and use the application over this WiFi connection. If you are unsure, please contact your system administrator for advice and assistance.

The application allows you to choose between a native call and a VoIP call; there is also an Always Ask option available. The phone dialling service is recommended for use over a 3G connection. If you choose the VoIP Call setting then when a WiFi connection is not available, the app will attempt to use the cellular data channel. Service and voice quality may be impacted and **data charges with your mobile carrier will apply.**

Network and Firewall Requirements

You may need to allow outbound access for the following on your firewall:

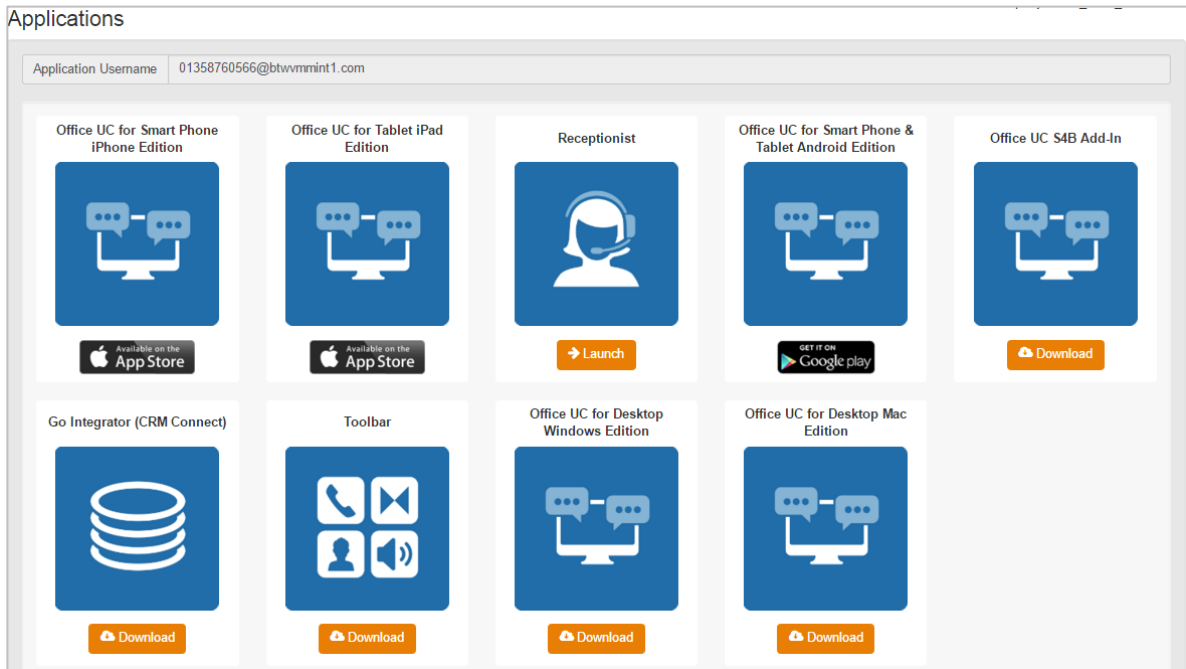
Application	Protocol	Destination	Destination Port
Application Signalling	SIP	_sip_udp.ipcomms-btwbslnws09.bt.com 147.152.35.102/29 147.152.35.110/29	UDP/TCP 5060 to 5075
Application Media	RTP	147.152.35.100/29 147.152.35.108/29	UDP16384 to 32766
Office UC Smartphone and Tablet Downloads	n/a	Apple Store Google Play Store	n/a
Office UC Operation	XSI	officeuc.yourwhc.co.uk 193.113.10.11 193.113.11.11	TCP 443
Office UC Presence	XMPP	ums01.yourwhc.co.uk ums02.yourwhc.co.uk 193.113.10.7 193.113.11.7	TCP 5222 TCP 1081 TCP 5281 TCP 5269
Office UC Screenshare	Proprietary	uss01.yourwhc.co.uk uss02.yourwhc.co.uk 193.113.10.8 193.113.11.8	TCP 8443

Provisioning & Configuration

All provisioning activity takes place by Virgin Media Business unless explicitly stated. All configuration activity takes place on the Configuration Portal (Business Portal) unless explicitly stated.

Provisioning

Once this licence pack has been ordered from Virgin Media Business, the application download will appear in the application section of the Business Portal as per the image below.

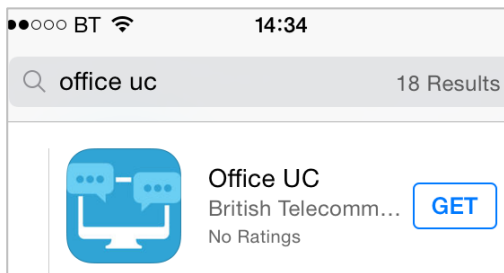


Download & Installation Instructions

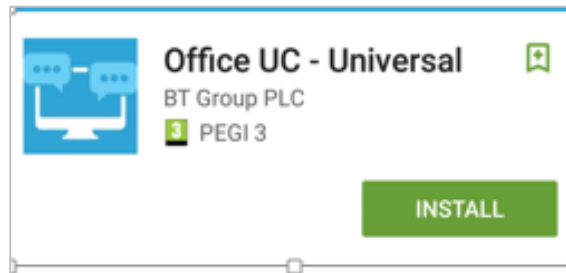
Once you have ordered the correct licence and the User has received their welcome email, they can download the application from the App Store or Google Play Store.

Please ensure you download the version called **Office UC** and NOT the version called UC Office.

Apple Store

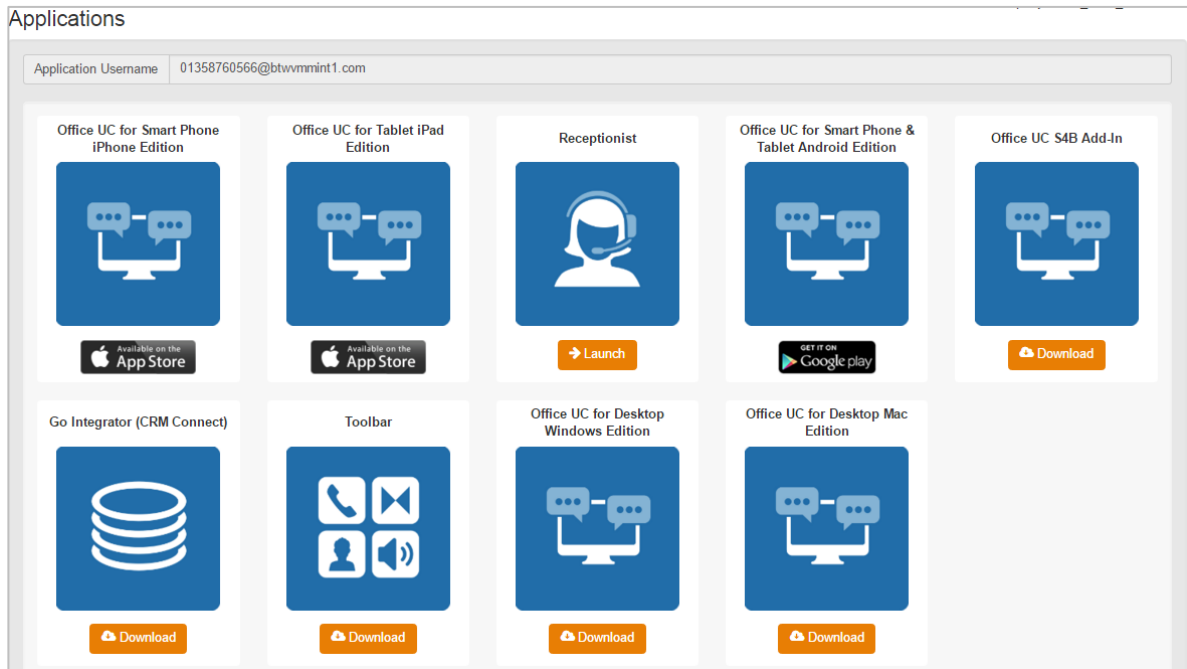


Google Store



Configuration

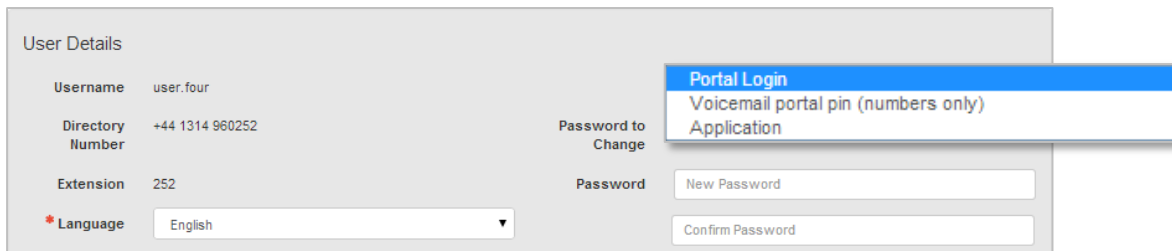
The welcome email sent to End Users will guide them to navigate to the Business Portal to download the application and obtain their username. Please note that this username is the same for all applications, but is different to their Business Portal credentials. The username can be seen in the Applications tab as shown below:



The password for all applications is not sent to the User and needs to be set in the Business Portal by navigating to **My Account**:



Select **Password to Change** box, then click on **Application**, enter the password and then select **Save**.



User Details		Password to Change	
Username	user.four	Portal Login	Application
Directory Number	+44 1314 960252	New Password	
Extension	252	Confirm Password	
* Language	English		

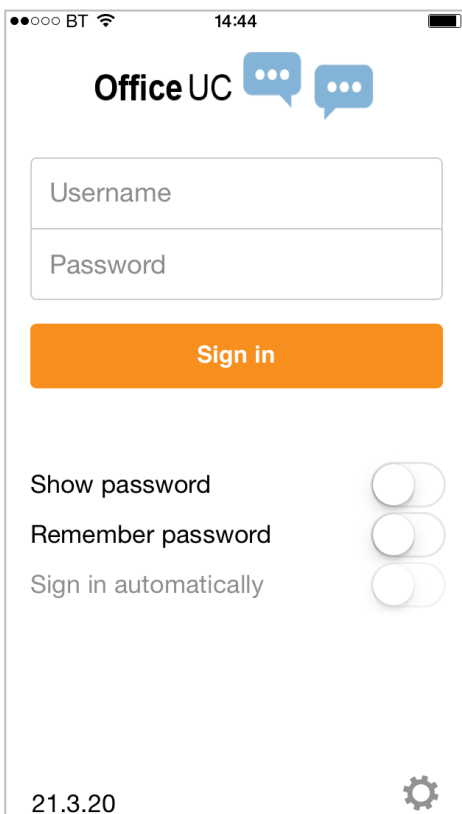
Operating the Feature – iPhone

Startup and Login

Tap the application icon on the device to launch the application.



Once the application has launched, the application presents you with the login screen where you need to provide your user account information. Enter your username and password into the appropriate boxes. Select whether you would like the app to remember your password, and also if you want it to sign you in automatically on subsequent launches. Click **Sign in**.



Username and Password Management

You must login to the application with your application username and password, which can be obtained from the Business Portal. The password can also be modified via the Business Portal.

Closing Office UC

To quit, select **Settings** followed by **Sign out** or double-tap the home button on the device to close the application.

Startup Window

When you start the application for the first time, you will begin in the Contacts section and your Contacts list will be empty. To add contacts please refer to the *Contacts* section of this guide.

Within this startup window view there are a number of tabs, located on the left-hand bar. In no particular order, they are:

- Contacts
- Call
- Chat
- History
- My Room

Contacts

The Contacts list in the Contacts tab can contain different types of contacts as follows:

- Favourites – Presence-enabled contacts
- All Contact – Non-presence-enabled contacts

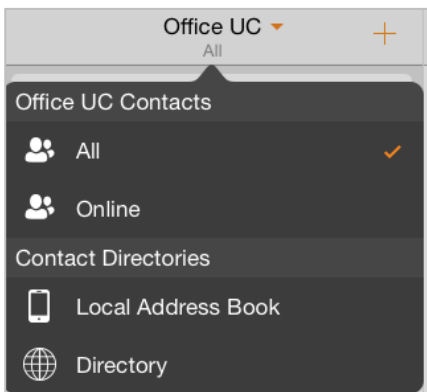
First, you need to add a contact using one of the methods described below.

Add Contact from Local or Contact Management Directories

To add contacts from either your local address book or from the Business Portal contact directories, you will need to change the Directory option to either:

- Local Address Book – phone contacts
- Directory – Business Portal contacts

Select **Office UC** at the top of the page, followed by the option required.



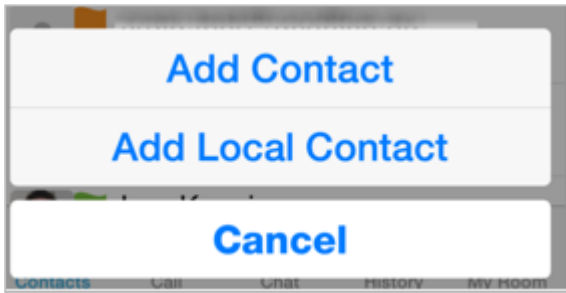
The local address book will show all local contacts. For the main directory you can then use the **search** field to find people and add them to your Contacts list. Once you locate a contact, select the information icon next to their name followed by the + symbol next to the parameter ADD TO CONTACTS.

After you have done this, you can change the setting back to just show your Office UC contacts, and you have the choice of displaying:

- All – all contacts online and offline
- Online – contacts online

Add Contact Manually

Contacts can also be added manually by tapping the **+** button, followed by **Add Contact**.



In the Add Contact screen, enter the contact's information and then select **Done**. By default, your presence information is always shared with a new contact if an XMPP address is provided.

If you receive a buddy request, you can decline or accept it. If you decline the buddy request, you can always share your presence information later by selecting **Subscribe** from the buddy contact card. Note that the contact must accept your subscription request for you to establish the presence relationship successfully.

Add Conference Number

A conference number can be saved by adding a new contact, as above, and including the **Dial-in Number** and **Conference ID** in the relevant fields. This can then act as a conference contact, to avoid having to remember a PIN code and a conference number, for example, for a recurring conference.

Filters

There are four contact filters available from the Contacts tab:

- **All** – Shows all presence-enabled and non-presence-enabled contacts
- **Online** – Shows only the presence-enabled contacts that are currently online
- **Local Address Book** – Shows the contacts from your local phone book
- **Directory** – Shows the contacts from a company directory (which requires a search)

Edit








Tap a contact from the Contacts list to open a contact card. This is the same for presence-enabled and non-presence-enabled contacts.

- The **Edit** button opens the Contact Information dialogue box where you can add, edit or remove information. This works for both presence-enabled and non-presence-enabled contacts.
- Select **Unsubscribe** to remove the presence relationship between you and that contact. This means you do not see the contact's presence information and your contact does not see yours.
- Select **Subscribe** to re-establish a presence relationship. An unsubscribed contact remains on the Contacts list and is always shown as "offline".
- Select **Remove** to remove the contact from your Contacts list.

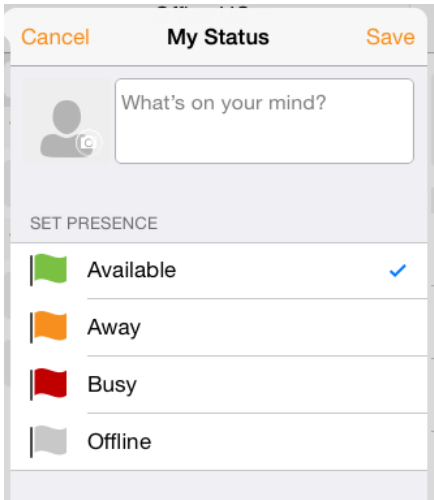
Presence (UC Business & Team only)

For each contact to whom you have subscribed, you can see their presence. Similarly, your contacts can see your presence on their Contacts list. Presence means that those subscribed contacts are able to see your status, for example, “I’m available” or “I’m busy”.

The list of presence flags are as follows:

Icon	What it means
	The green presence icon indicates that the user is online and ready for communication.
	The yellow presence icon indicates that the user is online on their client, but has been idle or away from their client for more than ten minutes.
	The red presence icon indicates that the user is busy and does not want to be disturbed.
	The grey presence state icon indicates that the user is offline and the only available contact method is calling or leaving a chat message.
	The question mark indicates that a subscription is pending and the contact has not yet approved sharing their presence.
	This icon indicates that the contact is busy on a call. This is an automated presence status.
	This icon indicates that the contact is busy in a meeting. This is an automated presence status. The Busy – In Call status overrides the Busy – In Meeting status so this one is only seen if there is a meeting but no call.

You can manually set your own presence by tapping on the Presence icon from the status bar in all tabs view. Tapping the **Presence** icon opens the My Status screen where you can change your avatar, personal message and presence status.



Your avatar is the picture that represents you in your colleagues' Contacts list and in chat screens. Tapping on an avatar opens a dialogue box with options to select an existing image, to take a new one with your phone camera, or to clear your avatar.

You can enter a status message in the area next to the avatar. This status text is shown in your colleagues' Contacts list.

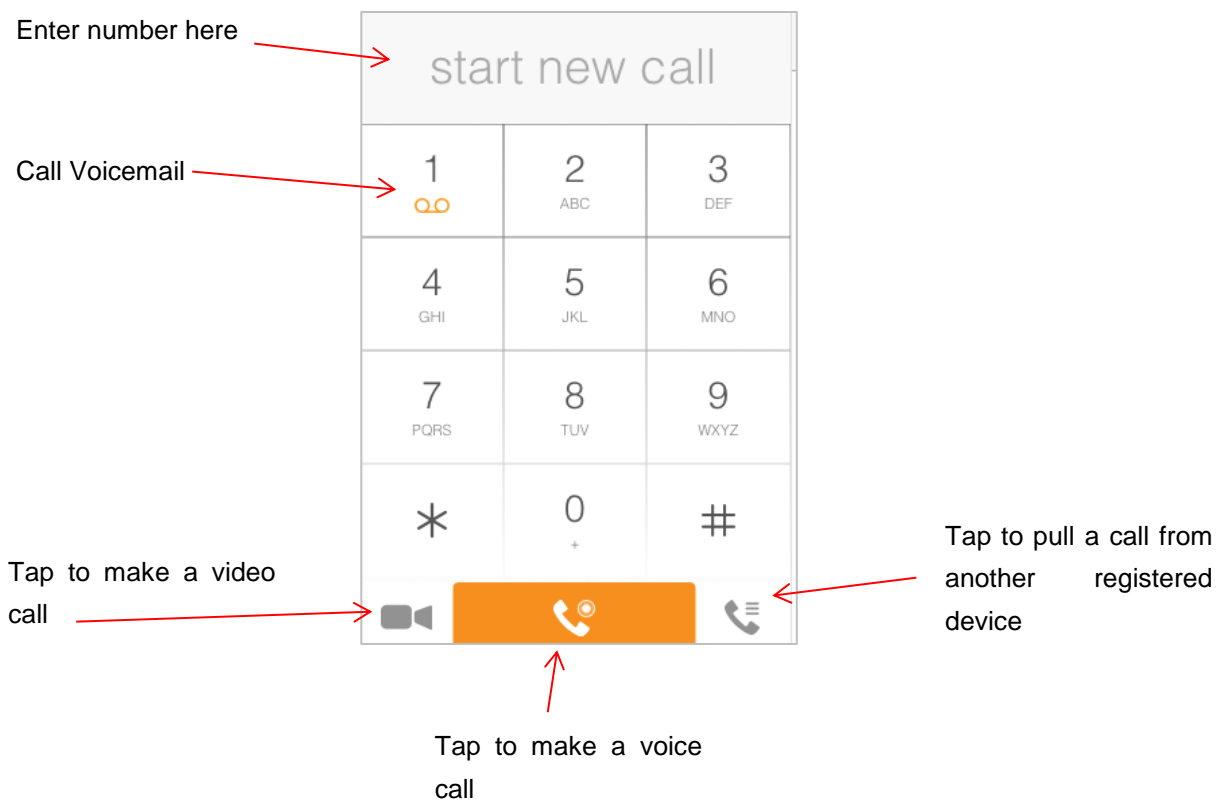
If you see the error message "Chat Unavailable", under any tab, it means that the XMPP connectivity has been lost for chat and presence; you can still make calls, however. In this case, you should contact Virgin Media Business. The presence update is only triggered by appointments and meetings that are either accepted by the User or made by them. Note that all-day meetings do not trigger a presence change to "Busy – In Meeting".

Call

The Dial pad tab displays a dial pad and a text field used to enter numbers. The dial pad is one of the options used to make audio or video calls. There are three buttons below the dial pad: Video call, Audio call and Call Move. The top text field also has a delete button that, when pressed, deletes one character at a time.







A badge notification appears on the Dial pad tab when there are messages in the voicemail box. A long press on the **1** digit connects you to the voicemail box. When there is no voicemail in your voicemail box, no notification badge is shown.

The dial pad menu also contains the option to Pull a Call from a Shared Call Appearance device or Call Director number.



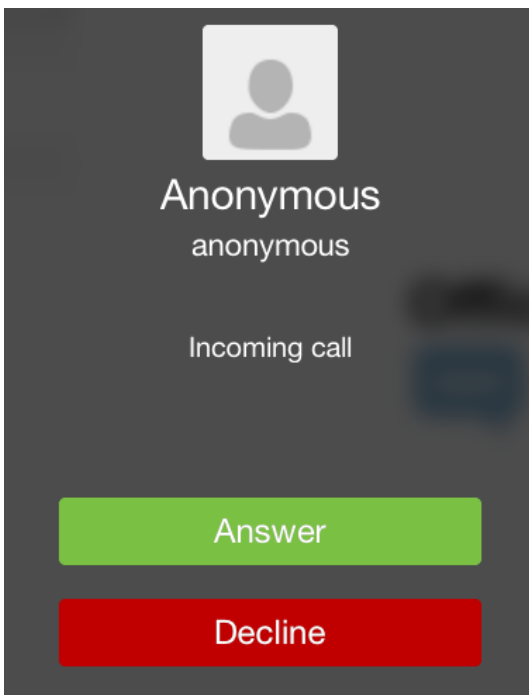
Making Audio or Video Calls

You can make an audio or video call using one of the following methods:

- Tap a contact from the Contacts list to open a contact card. From the contact card, choose the headset icon  to make an audio call or the video icon  to make a video call.
- From search results, open a contact card and tap on the headset icon  for an audio call or the video icon  to perform a video call.
- Open the dial pad, enter a phone number, and tap the **Call** or **Video** button.
- On the Call History list, tap a call entry.
- On the Chat screen, tap the headset icon  to make an audio call or the video icon  to make a video call.

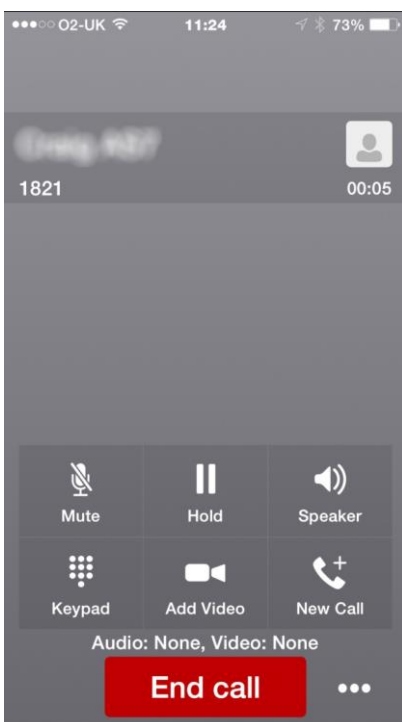
Answering an Incoming Call

An incoming call is indicated with a ringtone. There are two options on the incoming call screen: Accept and Decline. If you decline the call, it causes the line to sound busy at the caller's end and they know that you rejected the call.



From the In Call screen, you can perform the following actions:

- Mute the microphone
- Place a call on hold
- Use speakerphone
- Open the dial pad
- Escalate from audio to video call and downgrade from video to audio call
- Start a new Call
- End a call
- Transfer a call
- Transfer a call to mobile



The application can be run in the background, whilst the phone is locked, and will still receive calls and notifications.

Missed Calls and New Messages

When you miss a call, the notification bar on the device shows a numerical note on the Call and History badge icon. It will also show on the devices notification pop-ups if enabled. Clicking on the notification will take you to the Call history in the app.

Vicemail Access

Vicemail is also accessible with a long press of the dial pad **1** key (similar to how it is on a regular mobile dial pad). If voicemail messages are available, then the **1** key changes colour. In addition, a voicemail notification is displayed as a badge on the Call tab icon.

Contact Name Lookup for Incoming Calls and Call Logs

Whenever an incoming call does not have a calling name associated with it, the device performs a local contact search. If the number matches one of the contacts on the devices Contacts list, the name is shown on the incoming call screen, along with the alert.

When a User retrieves their call logs/history and the call log does not have a calling name associated with it, the client does a lookup in the local contacts and populates the name if a match is found.

Call Waiting

You can have one active call at any one time. If you receive a new incoming call and accept it, the existing call is put on hold and you can change between these two calls by using the Hold and Unhold buttons.

New Call

The client supports starting a new call while in an ongoing call. The steps are as follows:

- Establish call with remote party.
- Initiate second call using the new call button.
- Select a contact then choose a number. After the new call is established, the first call is put on hold. The active call can be toggled by tapping on the call details in the display.

Call Transfer

The client supports transferring VoIP calls to another party. Two modes of transfer are supported:

- **Attended Transfer** – Establish a call with remote party. Select a contact then choose a number. Select the call first option. If the call is successfully established, you can talk with the third party privately before completing the transfer by pressing the **Complete** button.
- **Unattended Transfer** – Establish a call with remote party. Select a contact then choose a number. Select the **Transfer** option and the transfer is completed.

Call Move

Call Move can be used in scenarios where a User has Shared Call Appearance or Call Director. For instance, if the User has an active call on the desk phone, this can be transferred seamlessly to the smartphone via the **Call Pull** button. Depending on the application, dialling settings and service configuration, the call can be pulled as a VoIP or circuit-switched call to the mobile phone. There is no interruption to the voice call.

Bluetooth Headset Support

The application supports the use of a Bluetooth headset for incoming and outgoing calls. The following headsets have been tested, although other devices should also work:

- Plantronics Voyager Legend
- Plantronics m155

Note that the application supports switching the audio source within the application between the Bluetooth device and the phone microphone and speaker. However, answering a call, hang up, mute and adjusting the volume from the Bluetooth device are not supported.

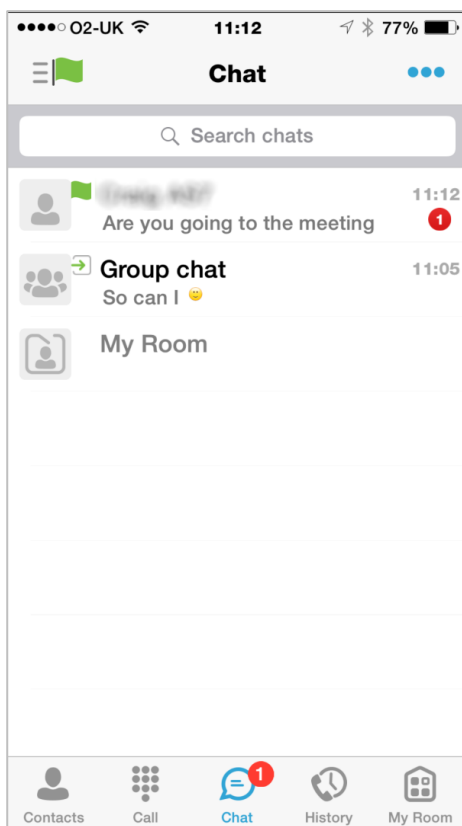
Chat (UC Business & Team only)

The Chat tab shows the list of recent chats since the last login. If User A chats with User B multiple times, their discussions appear as one item in the list.

Tapping the name from the Chat list opens the Chat view (IM view) in the right pane, where new messages can be typed. Old messages are also shown.

New incoming messages are indicated with a notification badge to the right of the name. The icon remains next to the name until the message is read.

Chats are not in alphabetical order and are always listed with the most recent first.



Clicking the menu button in the navigation bar displays the Launch My Room and Start Group Chat option. This option removes all notification badges from the Chat History list.

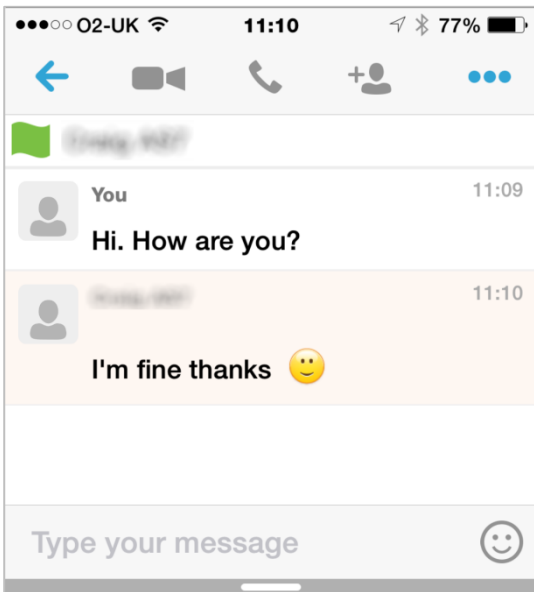
Start a chat using one of the following methods:

- Tap a contact from the Contacts list to open a contact card. From the contact card, choose the **chat** icon.
- In the Chat History list, tap a contact entry.
- From Contact search results, tap a contact to open the contact card and then choose the **chat** icon.

When you initiate a chat, the Chat screen opens. Chatting with a contact is possible only when you are both online. If your contact initiates a chat, you see a notification badge on the Chat tab and the entry appears at the top of the Chat History list.


Once a chat opens, the name of the recipient is on the top bar and there is a presence icon flag before the name. The recipient's messages are presented in the orange background and the User is presented in the white background.

Emoji's can be added to messages by typing the corresponding character codes and by selecting from the icons, (the emoji is displayed graphically in the message area).



Group Chat (Ad-Hoc Rooms)

Start a group chat using one of the following methods:

- In a single chat session, tap the add participant icon  to escalate from a single to a group chat.
- From the Chat tab, tap on the **menu** icon to select the **start group chat** option.
- In the Chat History list, tap a group communication entry.

When you initiate a group chat, the Chat screen opens. More participants can be added later to the chat using the add participant icon. Anyone in the group chat can add participants. However, removing participants is currently not supported.

A group chat works the same way as a one-on-one chat. All messages from anyone are sent to everyone else. All contacts need to be online to be able to participate in a group chat. You cannot invite an offline contact.

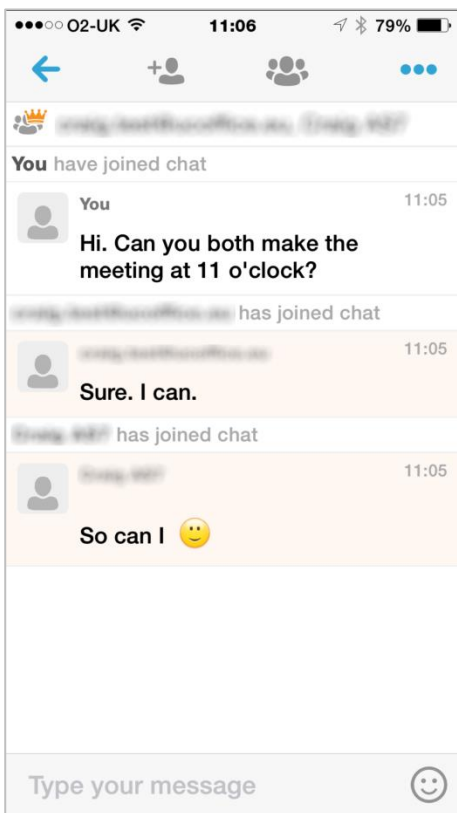
A group chat history is saved and is available to view later from the Chat tab.

A User can leave a group chat by selecting the **Leave chat** option. The chat is marked as “offline” and the User no longer receives messages from the chat. When tapping on the offline chat, the User rejoins the room and starts receiving messages. However, the User does not receive the messages that were sent in the chat while the User was outside of the room.

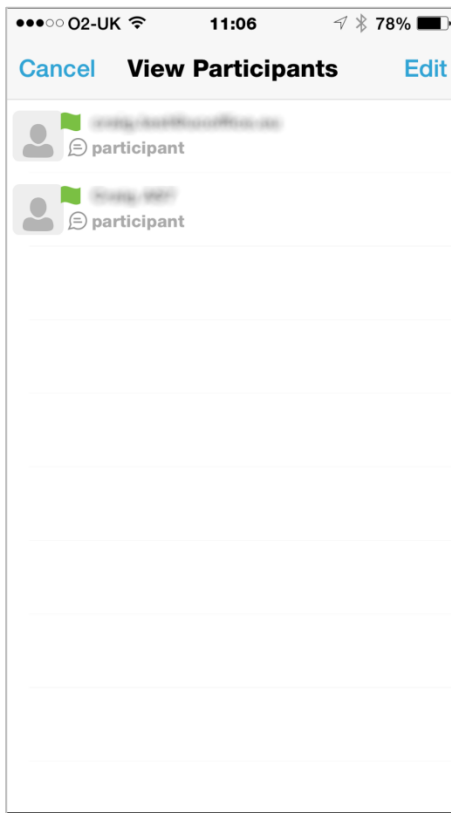
The **Clear History** menu item behaves the same way as the corresponding option in the one-on-one chat and removes the local history.

The **View Participants** button opens a dialogue box that shows the list of participants in the group chat. Note that deleting a chat room is not supported.

Group Chat display:



Chat participant's display:




History

Call history can be accessed from the History tab. The application saves a call history for placed, received and missed calls. Call history makes it easy for you to redial and call back when you miss a call or when you want to dial a contact with whom you have recently spoken.

- **Blue Up Arrow:** An answered outgoing call
- **Green Down Arrow:** An answered incoming call
- **Red Tick Arrow:** A missed call

My Room (UC Team only)

My Room is an always available and permanent room that you can use to chat with anyone who joins. My Room is accessible using the My Room icon  in the Tab bar or by selecting **My Room** from the **Conversations** menu bar.

You can add more participants using the **add participants** icon or they can join your room from your contact card. Once participants join the chat room, they can tap on the **Call** button of that screen to automatically join the conference.

My Room uses your permanent chat room and a conference bridge (audio or video). All My Room sessions start as chats but a call can be added to the session while in progress. Others join your room by clicking your name on their Contacts list and selecting **Join Room** from the contact card.

My Room Audio Conferencing 8

My Room Audio Conferencing 8 provides Personal Audio Conferences for up to eight attendees per conference. It is included in the chargeable UC Team Add-On that can be applied to Users. It's a personal audio conferencing service that can be accessed from any phone without having to make a reservation first.

My Room Audio Conferencing requires a My Room Bridge to be added at the Site level. If the bridge exists, a user conference is automatically created for the User with default settings. If the bridge does not yet exist, no conference will be created. The required My Room Audio Conferencing 8 conference will then be automatically added when the Site's My Room Bridge is created from the Business Portal.

The default settings for the conference can be changed from the User's Business Portal under **My Room** in their Feature Settings. The User can also see their conference ID and PIN from this page. If the User conference does not exist (meaning the bridge does not exist), the User is advised to contact the system administrator.

For security reasons, only the User can reset the PINs associated to their conference. This is achieved by deleting and re-adding the conference (options are transferred to the new conference automatically).

Contacts outside the Company can attend Audio Conferences by being sent the access details within an email invitation.

Here is the My Room Feature Settings page in the Business Portal:

My Room

<p>Conference Access</p> <p>Phone Number +44-1358760599</p> <p>Extension 0599</p> <p>Conference ID / Participant PIN 420488</p> <p>Chairperson / Moderator PIN 698007</p> <p>Email Conference Details</p> <p>Reset Pins</p>	<p>Web Collaboration Access</p> <p>Web Access</p>
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My Room Conferencing

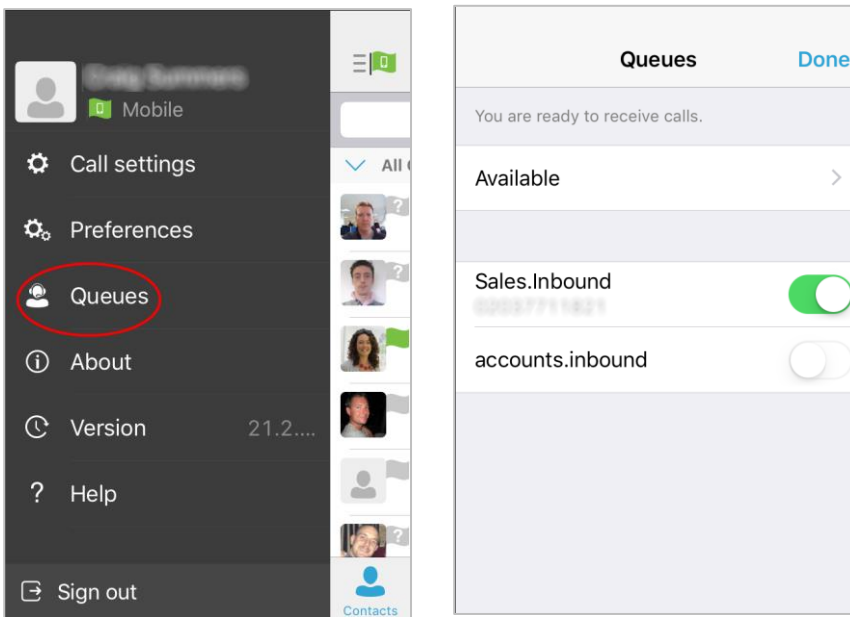
- Mute All Attendees On Entry
- End Conference When Chairperson (You) Leave
- Chairperson (You) Required To Start Conference

Call Centre Agent Login

For users who are assigned as an agent of a Call Centre and have the ACD option enabled for their Smartphone device, the Call Centre login feature includes the following functionality:

- Viewing assigned Call Centres
- Joining or leaving Call Centres
- Setting Automatic Call Distribution (ACD) status for each assigned Call Centre

Selecting **Queues** from the menu button opens the Queues dialogue box:

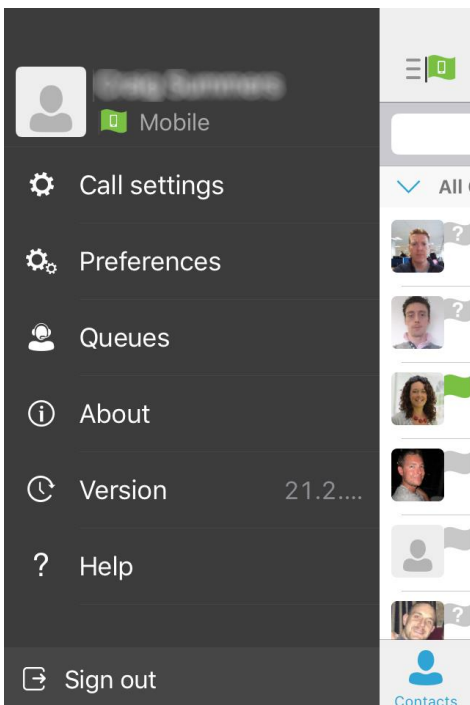


This gives the ability to change the current ACD state by selecting from the dropdown list (Available, Wrap-up, etc.), and also to join or leave a particular Call Centre (configuration-dependent).

Side Navigation/Settings

The *Side Navigation* bar is accessed by swiping from left to right on the main screen, and it contains the following items:

- My status
- Call settings
- Preferences
- Queues (see Call Centre Agent Login)
- About
- Version
- Help
- Sign out



My Status

You can set your own presence by tapping on your personal status from the side navigation. It opens the My status screen, where you can change your avatar, personal message and presence status.

Your avatar is the picture that represents you in your colleagues' Contacts lists and in chat screens. Tapping on an avatar opens a dialogue box with options to select an existing image, to take a new one with your device's camera, or to clear your avatar.

You can enter a status message into the area next to the avatar. This status text is shown in your colleagues' Contacts lists.

If you see the error message “Chat Unavailable” under any tab, it means that XMPP connectivity has been lost for chat and presence; however, you can still make calls. In this case, you should contact Virgin Media Business.

Call Settings

The client supports the following service management features, allowing supplementary services to be viewed or updated using the native client Preferences window:

- Call Options
 - Dialling Service
 - Caller ID Blocking
- Call Forwarding
 - No Answer
 - Always
 - Not Reachable
 - Busy
- Do Not Disturb
- Incoming Calls
 - Simultaneous Ring Personal
- Office UC
 - Call Director
 - Remote Office

Option	Description
Call Options	<p>Dialling Service – Choose between VoIP or phone (mobile network provider). This can be set to Always Ask for per-call flexibility.</p> <p>Caller ID Blocking – You can hide or display your number when calling or communicating with other parties or contacts. To hide your number, set to “Enable”. To show your number, set to “Disable”.</p>
Call Forwarding	<p>By tapping on a different Call Forward option, you can enter a number to forward your calls to against the following criteria:</p> <ul style="list-style-type: none"> • Call Forward No Answer • Call Forward Always • Call Forward Not Reachable • Call Forward Busy
Do Not Disturb	<p>When you activate this service, all calls are blocked and sent to voicemail, where voicemail is available.</p>

Incoming Calls	<p>Simultaneous Ring Personal – This feature allows you to set up to 10 phone numbers that will ring in addition to the primary phone number when you receive a call.</p>
Office UC	<p>Call Director – This service allows users to enable their mobile phones to behave as if the phones were an extension of their telephone number. Locations and numbers assigned to a mobile can be added and activated/deactivated at any time. Likewise, when click-to-dial is enabled, the User can choose to notify all devices or just the primary device.</p> <p>Once added, the following can be set:</p> <ul style="list-style-type: none"> • Diversion Inhibitor – this prevents the call ending up as a voicemail on the mobile phone. • Answer Confirmation – provides a separate audio prompt when answering a call from that number (location). It may be useful in cases where, for example, mobile numbers are being used to prevent incoming calls going to mobile voicemail since the call will be ended without going to voicemail if the answer confirmation is not provided. • Call Control – enable the server platform to provide mid-call services such as Call Transfer and Conferencing for that number (location). <p>Remote Office – This service allows the use of any phone as the office phone from a charging and numbering perspective. For instance, a hotel room phone can be used as the office phone. Enable Remote Office and specify a phone number to be used as the Remote Office number.</p>

Please note that the My Telephone Number option in the Call Settings section is not currently being used. Entering and saving a phone number here will have no effect on the operation of this application.

Preferences

The client supports the following preferences:

- Language
- Remember Password
- Sign in automatically
- Caller ID lookup
- Troubleshooting

Language

You can change the language of the application from this option.

Remember Password

Allow the application to remember the password to make signing in easier.

Sign in Automatically

The User can choose to sign in automatically when the client is started.

Caller ID lookup

Whenever an incoming call does not have a calling name associated with it, the device performs a local contact search. If the number matches one of the contacts on the phone's Contacts list, the name is shown on the incoming Call screen, along with the alert.

Troubleshooting

The application requires a User to enter the correct username and password and have the correct features assigned. If the username and/or password are incorrect or the User does not have the required features, then an appropriate error message will be displayed at the login process. If you are sure that the provisioning, login and licencing are correct, then please check network connectivity, and the *Requirements* section of this document (including *Network and Firewall Requirements*).

If problems still persist, logging can be enabled via the **Troubleshooting** menu within **Settings**. Once enabled, the application will collect information which can be emailed to your support engineers for further diagnostics. Troubleshooting is managed by a menu entry in Settings. It can be accessed from the following place:

- From the **Settings/Preferences** button – This opens the screen that contains the help and troubleshooting-related entries. This can also be accessed before the User has signed in.

Multi Device

Office UC provides support for users with multiple devices. This includes several features:

- Chat invitations are sent to all devices. Before the session is accepted, messages are sent to all devices, and once answered, the chat messages go to the device that has sent a reply message.
- Retrieving one's own presence notifications, when another client updates the User's presence. The client updates its own status based on the information it receives from the server.
- Accepting a shared presence invitation in one client is also recognised by another client, and both clients start receiving presence updates.
- A new presence subscription made in one client is recognised in another. If the contact blocks the invitation, there are presence notifications from the server to all of the User's clients indicating that the subscription was terminated, and this information is shown to the User. If the client receives two presence authorisation requests from two or more devices for the same user, it only shows one request to the User.
- Removing a contact from a Contacts list in one device is recognised in another client, and the Contacts list is updated (that is, the contact is removed) in the other client as well.

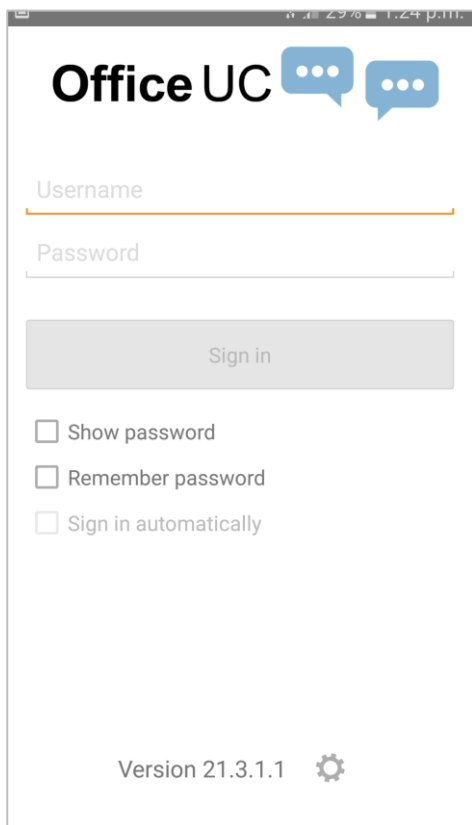
Operating the Feature – Android

Startup and Login

Tap the application icon on the device to launch the application.



Once the application has launched, the application presents you with the login screen where you need to provide your user account information. Enter your username and password into the appropriate boxes. Select whether you would like the app to remember your password, and also if you want it to sign you in automatically on subsequent launches. Click **Sign in**.



Username and Password Management

You must login to the application with your application username and password, which can be obtained from the Business Portal. The password can also be modified via the Business Portal.

Closing Office UC

To quit, from the **Horizontal** Menu select **Settings** followed by **Sign out** or double-tap the **home** button on the device to close the application.

Startup Window

When you start the application for the first time, you will begin in the Contacts section and your Contacts list will be empty. To add contacts please refer to the *Contacts* section of this guide.

Within this startup window view there are a number of tabs, located on the left-hand bar, and in no particular order they are:

- Contacts
- Call
- Chat
- History
- My Room

Contacts

The Contacts list in the Contacts tab can contain different types of contacts as follows:

- Favourites – Presence-enabled contacts
- All Contact – Non-presence-enabled contacts

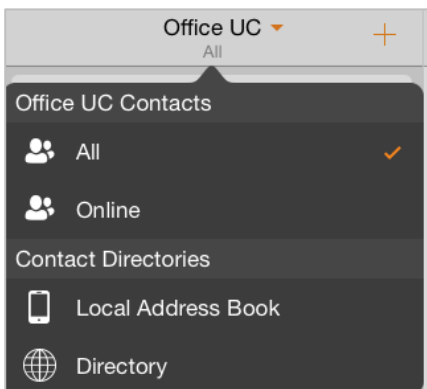
First, you need to add a contact using one of the methods described below.

Add Contact from Local or Contact Management Directories

To add contacts from either your local address book or from the Business Portal contact directories you will need to change the Directory option to either;

- **Local Address Book** – phone contacts
- **Directory** – Business Portal contacts

Select **Office UC** at the top of the page, followed by the option required.



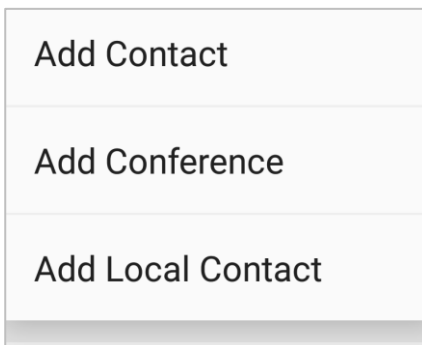
The local address book will show all local contacts. For the main directory you can then use the **search** field to find people and add them to your Contacts list. Once you locate a contact, select the information icon next to their name followed by the **+** symbol next to the parameter **ADD TO CONTACTS**.

After you've done this, you can change the setting back to just show your Office UC Contacts and you have the choice of displaying:

- **All** – all contacts online and offline
- **Online** – contacts online

Add Contact Manually

Contacts can also be added manually by tapping the **+** button, followed by **Add Contact**.



In the Add Contact screen, enter the contact's information and then select **Done**. By default, your presence information is always shared with a new contact if an XMPP address is provided.

If you receive a buddy request, you can decline or accept it. If you decline the buddy request, you can always share your presence information later by selecting **Subscribe** from the buddy contact card. Note that the contact must accept your subscription request for you to establish the presence relationship successfully.

Add Conference Number

A conference number can be saved by adding a new contact, as above, and including the Dial-in Number and Conference ID in the relevant fields. This can then act as a conference contact, to avoid having to remember a PIN code and a conference number, for example, for a recurring conference.

Filters

There are four contact filters available from the Contacts tab:

- **All** – Shows all presence-enabled and non-presence-enabled contacts.
- **Online** – Shows only the presence-enabled contacts that are currently online.
- **Local Address Book** – Shows the contacts from your local phone book.
- **Directory** – Shows the contacts from a company directory (which requires a search).

Edit








Tap a contact from the Contacts list to open a contact card. This is the same for presence-enabled and non-presence-enabled contacts.

- The **Edit** button opens the Contact Information dialogue box where you can add, edit or remove information. This works for both presence-enabled and non-presence-enabled contacts.
- Select **Unsubscribe** to remove the presence relationship between you and that contact. This means you do not see the contact's presence information and your contact does not see yours.
- Select **Subscribe** to re-establish a presence relationship. An unsubscribed contact remains on the Contacts list and is always shown as "offline".
- Select **Remove** to remove the contact from your Contacts list.

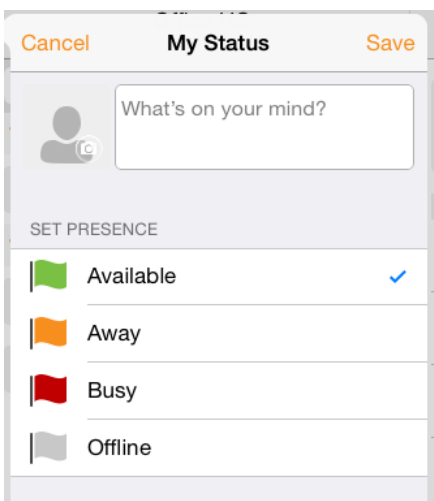
Presence (UC Business & Team only)

For each contact to which you have subscribed, you can see their presence. Similarly, your contacts can see your presence on their Contacts list. Presence means that your colleagues' subscribed contacts are able to see whether you are available, for example, "I'm available" or "I'm busy".

The list of presence flags are as follows:

Icon	What it means
	The green presence icon indicates that the user is online and ready for communication.
	The yellow presence icon indicates that the user is online on their client, but has been idle or away from their client for more than ten minutes.
	The red presence icon indicates that the user is busy and does not want to be disturbed.
	The grey presence state icon indicates that the user is offline and the only available contact method is calling or leaving a chat message.
	The question mark indicates that a subscription is pending and the contact has not yet approved sharing their presence.
	This icon indicates that the contact is busy on a call. This is an automated presence status.
	This icon indicates that the contact is busy in a meeting. This is an automated presence status. The <i>Busy – In Call</i> status overrides the <i>Busy – In Meeting</i> status so this one is only seen if there is a meeting but no call.

You can manually set your own presence by tapping on the **Presence** icon from the status bar in all tabs view. Tapping the Presence icon opens the My Status screen, where you can change your avatar, personal message and presence status.



Your avatar is the picture that represents you in your colleagues' Contacts list and in chat screens. Tapping on an avatar opens a dialogue box with options to select an existing image, to take a new one with your phone camera, or to clear your avatar.

You can enter a status message in the area next to the avatar. This status text is shown in your colleagues' Contacts list.

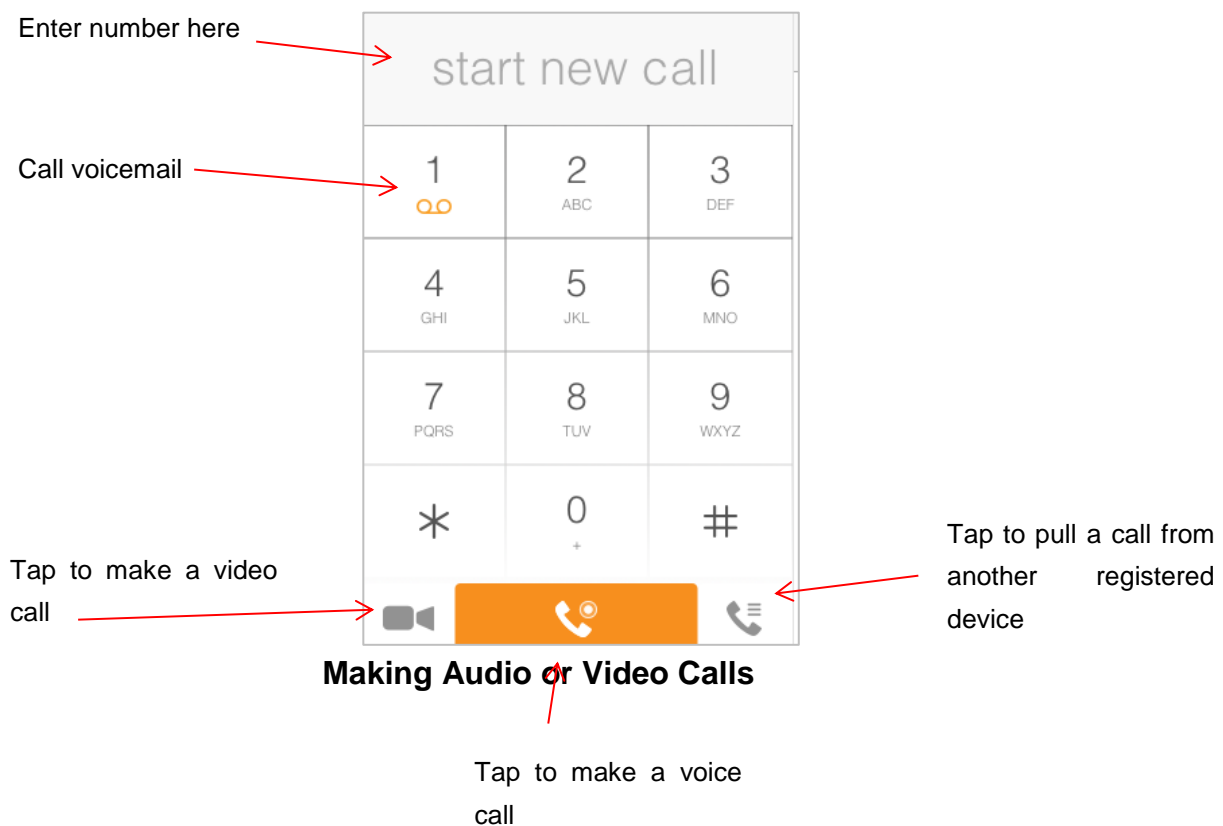
If you see the error message "Chat Unavailable", under any tab, it means that the XMPP connectivity has been lost for chat and presence; however, you can still make calls. In this case, you should contact Virgin Media Business. The presence update is only triggered by appointments and meetings that are either accepted by the User or made by them. Note that all-day meetings do not trigger a presence change to Busy – In Meeting.

Call





The Dial pad tab displays a dial pad and a text field used to enter numbers. The dial pad is one of the options used to make audio or video calls. There are three buttons below the dial pad: Video call, Audio call, and Call Move. The top text field also has a delete button that, when pressed, deletes one character at a time.



A badge notification appears on the Dial pad tab when there are messages in the voicemail box. A long press on the **1** digit connects you to the voicemail box. When there is no voicemail in your voicemail box, no notification badge is shown.

The dial pad menu also contains the option to Pull a Call from a Shared Call Appearance device or Call Director number.



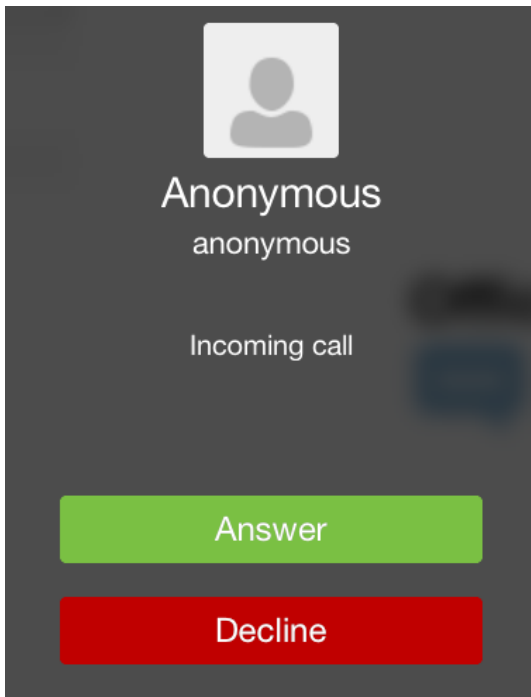
You can make an audio or video call using one of the following methods:

- Tap a contact from the Contacts list to open a contact card. From the contact card, choose the headset icon  to make an audio call or the video icon  to make a video call.
- From search results, open a contact card and tap on the headset icon  for an audio call or the video icon  for a video call.
- Open the dial pad, enter a phone number, and tap the **Call** or **Video** button.
- On the Call History list, tap a call entry.

- On the Chat screen, tap the headset icon  to make an audio call or the video icon  to make a video call.

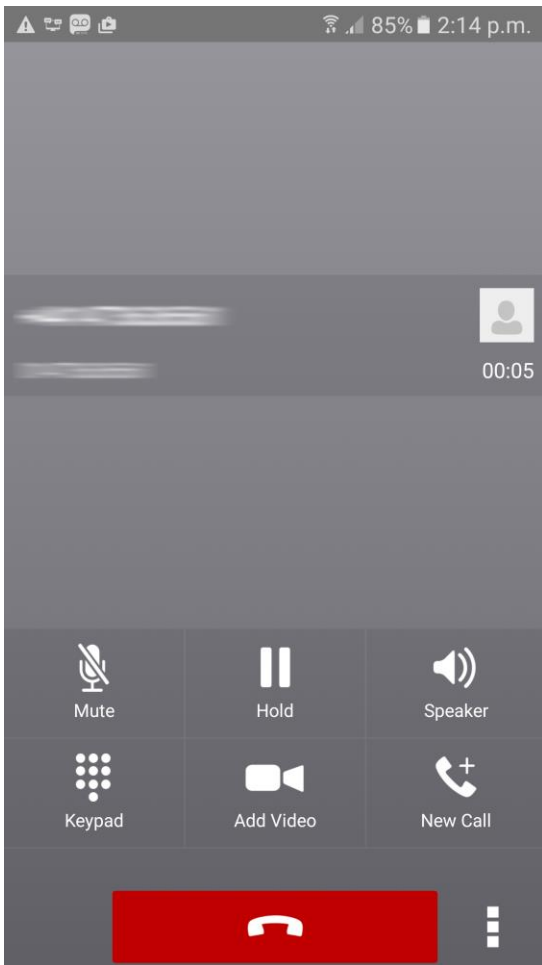
Answering an Incoming Call

An incoming call is indicated with a ringtone. There are two options on the incoming call screen: **Accept** and **Decline**. If you decline the call, it causes the line to sound busy at the caller's end and they know that you rejected the call.



From the In Call screen, you can perform the following actions:

- Place a call on hold
- Mute the microphone
- End a call
- Use speakerphone
- Open the dial pad
- Escalate from audio to video call and downgrade from video to audio call
- Transfer a call
- Transfer a call to mobile



The application can be run in the background, whilst the smartphone is locked, and will still receive calls and notifications.

Missed Calls and New Messages

When you miss a call, the notification bar on the device shows a numerical note on the Call and History badge icon. It will also show on the device's notification pop-ups if enabled, clicking on the notification will take you to the Call history in the app.

Voicemail Access

Voicemail is also accessible with a long press of the dial pad **1** key (similar to how it is on a regular mobile dial pad). If voicemail messages are available, then the **1** key changes colour. In addition, a voicemail notification is displayed as a badge on the Call tab icon.

Contact Name Lookup for Incoming Calls and Call Logs

Whenever an incoming call does not have a calling name associated with it, the device performs a local contact search. If the number matches one of the contacts on the device's Contacts list, the name is shown on the Incoming Call screen, along with the alert.

When a user retrieves their call log/history and the call log does not have a calling name associated with it, the client does a lookup in the local contacts and populates the name if a match is found.

Call Waiting

You can have one active call at any one time. If you receive a new incoming call and accept it, the existing call is put on hold and you can change between these two calls by using the **Hold** and **Unhold** buttons.

New Call

The client supports starting a new call while in an ongoing call. The steps are as follows:

- Establish call with remote party.
- Initiate second call using the **new call** button.
- Select a contact then choose a number. After the new call is established, the first call is put on hold. The active call can be toggled by tapping on the call details in the display.

Call Transfer

The client supports transferring VoIP calls to another party. Two modes of transfer are supported:

- **Attended Transfer** – Establish a call with remote party. Select a contact then choose a number. Select the **call first** option. If the call is successfully established, you can talk with the third party privately before completing the transfer by pressing the **Complete** button.
- **Unattended Transfer** – Establish a call with remote party. Select a contact then choose a number. Select the **Transfer** option and the transfer is completed.

Call Move

Call Move can be used in scenarios where a User has Shared Call Appearance or Call Director. For instance, if the User has an active call on the desk phone, this can be transferred seamlessly to the smartphone via the **Call Pull** button. Depending on the application, dialling settings, and service

configuration, the call can be pulled as a VoIP or circuit-switched call to the mobile phone. There is no interruption to the voice call.

Bluetooth Headset Support

The application supports the use of a Bluetooth headset for incoming and outgoing calls. The following headsets have been tested, although other devices should also work:

- Plantronics Voyager Legend
- Plantronics m155

Note that the application supports switching the audio source within the application between the Bluetooth device and the phone microphone and speaker. However, answering a call, hang up, mute and adjusting the volume from the Bluetooth device are not supported.

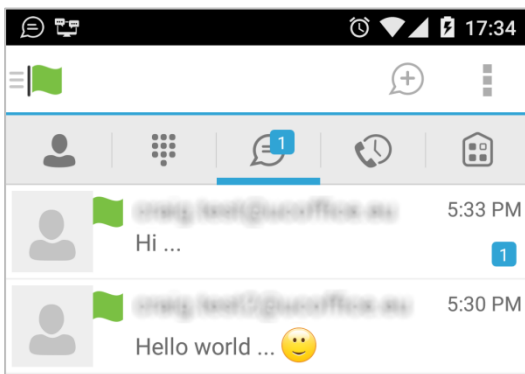
Chat (UC Business & Team Only)

The Chat tab shows the list of recent chats since the last login. If User A chats with User B multiple times, their discussions appear as one item in the list.

Tapping the name from the Chat list opens the Chat view (IM view) in the right pane, where new messages can be typed. Old messages are also shown.

New incoming messages are indicated with a notification badge to the right of the name. The icon remains next to the name until the message is read.

Chats are not in alphabetical order and are always listed with the most recent first.



The Overflow menu displays the following options: Start group chat, Mark all as “Read”, About, Settings, and Sign out.

Start a chat using one of the following methods:

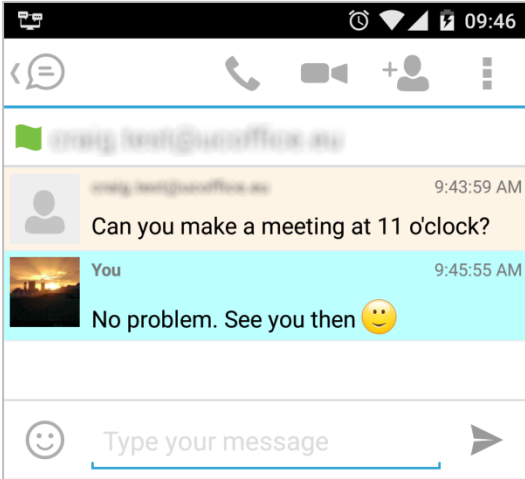
- Tap a contact from the Contacts list to open a contact card. From the contact card, choose the **chat** icon.
- From the options provided after a long press on a contact.
- In the Chat History list, tap a contact entry.
- From Contact search results, tap a contact to open the contact card and then choose the chat icon.
- Tap the **add chat** icon (+ in a speech bubble) from the Chat tab.

When you initiate a chat, the Chat screen opens. Chatting with a contact is possible only when you are both online. If your contact initiates a chat, you see a notification badge on the Chat tab and the entry appears at the top of the Chat History list.

Once a chat opens, the name of the recipient is on the top bar and there is a presence icon flag before the name. The recipient's messages are presented in the orange background and the User is presented in the white background.


Emoji's can be added to messages by typing the corresponding character codes and by selecting from the icons, (the emoji is displayed graphically in the message area).

Active chat display:



Group Chat (Ad-Hoc Rooms)

Start a group chat using one of the following methods:

- In a single chat session, tap the add participant icon  to escalate from a single to a group chat.
- From the **Chat** tab, tap on the menu icon to select the **start group chat** option.
- In the Chat History list, tap a group communication entry.

When you initiate a group chat, the Chat screen opens. More participants can be added later to the chat using the **add participant** icon. Anyone in the group chat can add participants. However, removing participants is currently not supported.

A group chat works the same way as a one-on-one chat. All messages from anyone are sent to everyone else. All contacts need to be online to be able to participate in a group chat. You cannot invite an offline contact.

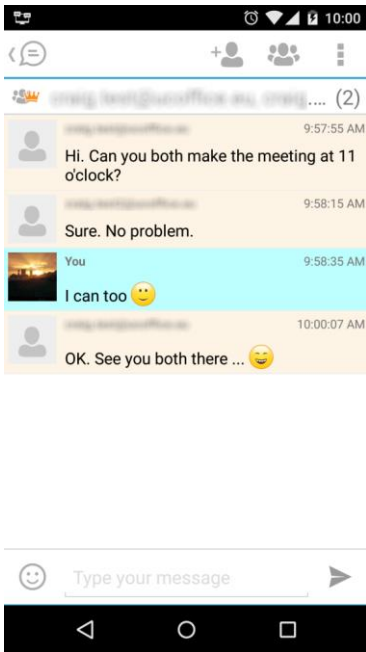
A group chat history is saved and is available to view later from the Chat tab.

A User can leave a group chat by selecting the **Leave chat** option. The chat is marked as “offline” and the User no longer receives messages from the chat. When tapping on the offline chat, the User rejoins the room and starts receiving messages. However, the User does not receive the messages that were sent in the chat while the User was outside the room.

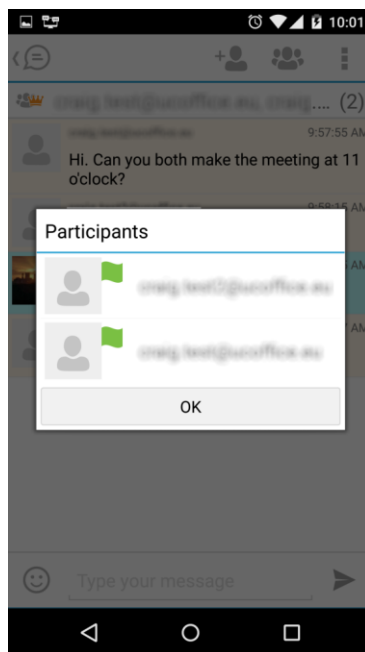
The **Clear History** menu item behaves the same way as the corresponding option in the one-on-one chat and removes the local history.

The **View Participants** button opens a dialogue box that shows the list of participants in the group chat. Note that deleting a chat room is not supported.

Group Chat display:



Chat participant's display:




History

Call history can be accessed from the History tab. Office UC saves a call history for placed, received and missed calls. Call history makes it easy for you to redial and call back when you miss a call or when you want to dial a contact with whom you have recently spoken.

- **Blue Up Arrow:** An answered outgoing call
- **Green Down Arrow:** An answered incoming call
- **Red Tick Arrow:** A missed call

My Room (UC Team only)

My Room is an always available and a permanent room that you can use to chat with anyone that joins. My Room is accessible using the My Room icon  in the Tab bar or by selecting **My Room** from the Conversations menu bar.

You can add more participants using the **add participants** icon or they can join your room from your contact card. Once participants join the chat room, they can tap on the **Call** button of that screen to automatically join the conference.

My Room uses your permanent chat room and a conference bridge (audio or video). All My Room sessions start as chats but a call can be added to the session while in progress. Others join your room by clicking your name on their Contacts list and selecting **Join Room** from the contact card

My Room Audio Conferencing 8

My Room Audio Conferencing 8 provides personal audio conferences for up to eight attendees per conference. It is included in the chargeable UC Team Add-On that can be applied to Users. It's a personal audio conferencing service that can be accessed from any phone without having to make a reservation first.

My Room Audio Conferencing 8 requires a My Room Bridge to be added at Site level. If the bridge exists, a user conference is automatically created for the User with default settings. If the bridge does not yet exist, no conference will be created. The required My Room Conferencing 8 conference will then be automatically added when the Site's My Room Bridge is created from the Business Portal.

The default settings for the conference can be changed from the User's Business Portal under **My Room** in their Feature Settings. The User can also see their conference ID and PIN from this page. If the user conference does not exist (meaning the bridge does not exist), the User is advised to contact the system administrator.

For security reasons, only the User can reset the PINs associated with their conference. This is achieved by deleting and re-adding the conference (options are transferred to the new conference automatically).

Contacts outside the Company can attend Audio Conferences by being sent the access details within an email invitation.

Here is the My Room Feature Settings page in the Business Portal:

My Room

<p>Conference Access</p> <p>Phone Number +44-1358760599</p> <p>Extension 0599</p> <p>Conference ID / Participant PIN 420488</p> <p>Chairperson / Moderator PIN 698007</p> <p>Email Conference Details</p> <p>Reset Pins</p>	<p>Web Collaboration Access</p> <p>Web Access</p>
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My Room Conferencing

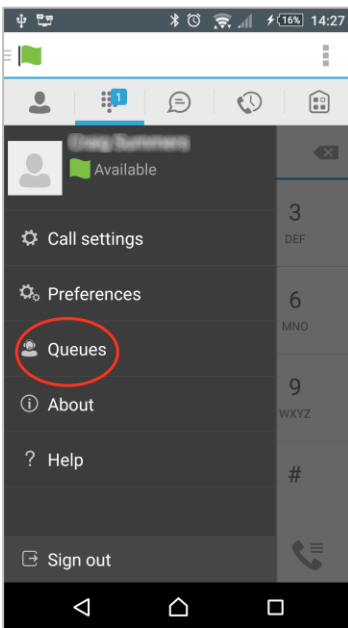
- Mute All Attendees On Entry
- End Conference When Chairperson (You) Leave
- Chairperson (You) Required To Start Conference

Call Centre Agent Login

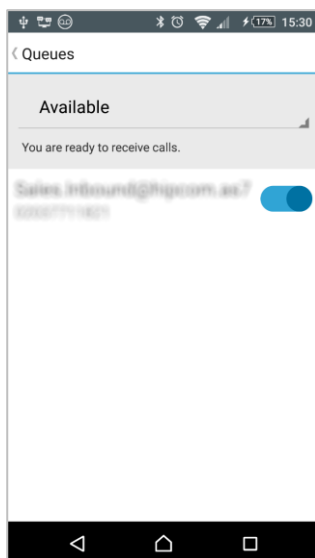
For users who are assigned as an agent of a Call Centre and have the ACD option enabled for their smartphone device, the Call Centre login feature includes the following functionality:

- Viewing assigned Call Centres
- Joining/or/Leaving Call Centres
- Setting Automatic Call Distribution (ACD) status for each assigned Call Centre

Selecting **Queues** from the menu button opens the Queues dialogue box:



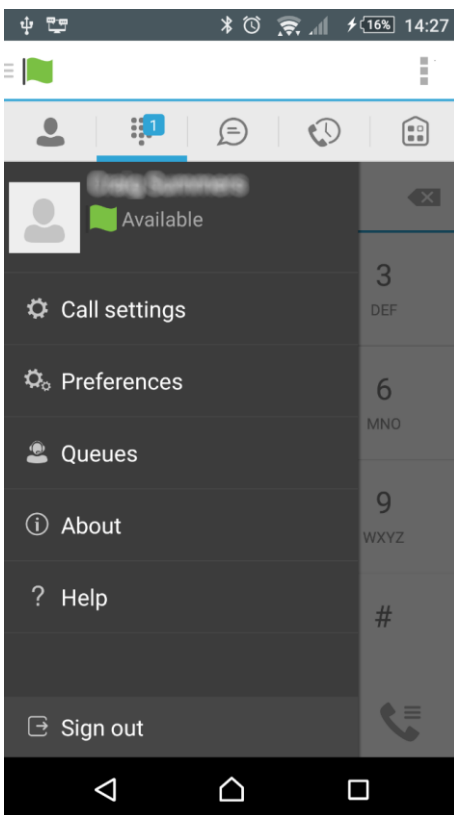
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Side Navigation/Settings

The Side Navigation bar is accessed by swiping from left to right on the main screen, and it contains the following items:

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Do Not Disturb	<p>When you activate this service, all calls are blocked and sent to voicemail, where voicemail is available.</p>
Incoming Calls	<p>Simultaneous Ring Personal – This feature allows you to set up to 10 phone numbers that will ring in addition to the primary phone number when you receive a call.</p>

Office UC

Call Director – This service allows users to enable their mobile phones to behave as if the phones were an extension of their telephone number. Locations (numbers) assigned to a mobile can be added and then activated/deactivated at any time. Likewise when click-to-dial is enabled, the User can choose to notify all devices or just the primary device.

Once added, the following can be set:

- Diversion Inhibitor – this prevents the call ending up as a voicemail on the mobile phone.
- Answer Confirmation – provides a separate audio prompt when answering a call from that number (location). It may be useful in cases where, for example, mobile numbers are being used to prevent incoming calls going to mobile voicemail, since the call will be ended without going to voicemail if the answer confirmation is not provided.
- Call Control – enable the server platform to provide mid-call services such as Call Transfer and Conferencing for that number (location).

Remote Office – This service allows the use of any phone as the office phone from a charging and numbering perspective. For instance, a hotel room phone can be used as the office phone. Enable Remote Office and specify a phone number to be used as the Remote Office number.

Please note that the MY TELEPHONE NUMBER option in the Call Settings section is not currently being used. Entering and saving a phone number here will have no effect on the operation of this application.

Preferences

The client supports the following preferences:

- Language
- Remember Password
- Sign in automatically
- Caller ID lookup
- Troubleshooting

Language

You can change the language of the application from this option.

Remember Password

Allow the application to remember the password to make signing in easier.

Sign in Automatically

The User can choose to sign in automatically when the client is started.

Caller ID lookup

Whenever an incoming call does not have a calling name associated with it, the device performs a local contact search. If the number matches one of the contacts on the phone's Contacts list, the name is shown on the incoming Call screen, along with the alert.

Troubleshooting

The application requires a User to enter the correct username and password and have the correct features assigned. If the username and/or password are incorrect or the User does not have the required features then an appropriate error message will be displayed at the login process. If you are sure that the provisioning, login and licencing is correct, then please check network connectivity, and the *Requirements* section of this document (including *Network and Firewall Requirements*).

If problems still persist, logging can be enabled via the **Troubleshooting** menu within **Settings**. Once enabled, the application will collect information which can be emailed to your support engineers for further diagnostics. Troubleshooting is managed by a menu entry in Settings. It can be accessed from the following place:

- From the **Settings/Preferences** button – This opens the screen that contains the help and troubleshooting-related entries. This can also be accessed before the User has signed in.

Multi Device

Office UC provides support for users with multiple devices. This includes several features:

- Chat invitations are sent to all devices. Before the session is accepted, messages are sent to all devices, and once answered, the chat messages go to the device that has sent a reply message.
- Retrieving one's own presence notifications, when another client updates the User's presence. The client updates its own status based on the information it receives from the server.
- Accepting a shared presence invitation in one client is also recognised by another client, and both clients start receiving presence updates.
- A new presence subscription made in one client is recognised in another. If the contact blocks the invitation, there are presence notifications from the server to all of the User's clients indicating that the subscription was terminated, and this information is shown to the User. If the client receives two presence authorisation requests from two or more devices for the same user, it only shows one request to the User.
- Removing a contact from a Contacts list in one device is recognised in another client, and the Contacts list is updated (that is, the contact is removed) in the other client as well.

Thanks for your business – we're looking forward to working with you. If you have any questions, we'd love to hear from you. Please call our Customer Services team on 0800 052 0800.